



An FTC workshop about
online ticket sales

June 11, 2019, Washington DC

9:30 am **Welcoming Remarks**
Rebecca K. Slaughter
Commissioner
Federal Trade Commission

9:45 am **Keynote Speaker**
Eric Budish
Professor of Economics
The University of Chicago Booth School of Business

10:15 am **Panel 1-A: Bots and the BOTS Act**
Gary Adler
Executive Director and Counsel
National Association of Ticket Brokers
Rami Essaid
Co-Founder, Chief Product Officer
Distil Networks
David Marcus
Executive Vice President, Head of Ticketmaster Music
Ticketmaster
Jeff Poirier
General Manager of Music, Theatre & Performing Arts
StubHub
Joe Ridout
Manager of Consumer Services
Consumer Action
Noah Stein
Assistant Attorney General, Bureau of Internet & Technology
New York Attorney General's Office

Moderator:

Mamie Kresses

Attorney

Division of Advertising Practices, Federal Trade Commission

11:15 am

Break

11:30 am

Panel 1-B: Other Consumer Protection Issues Around Ticket Availability

Gary Adler

Executive Director and Counsel

National Association of Ticket Brokers

Russell D'Souza

Co-Founder

SeatGeek

David Marcus

Executive Vice President, Head of Ticketmaster Music

Ticketmaster

Jeff Poirier

General Manager of Music, Theatre & Performing Arts

StubHub

Joe Ridout

Manager of Consumer Services

Consumer Action

Bob Roux

President of United States Concerts

Live Nation Entertainment

Noah Stein

Assistant Attorney General, Bureau of Internet & Technology

New York Attorney General's Office

Moderators:

Mamie Kresses

Attorney

Division of Advertising Practices, Federal Trade Commission

Eric Budish

Professor of Economics

The University of Chicago Booth School of Business

12:30 pm

Lunch Break

1:45 pm

Panel 2: The Adequacy of Ticket Price and Fee Disclosures

Laura Brett

Director

National Advertising Division of Better Business Bureau National Programs

Russell D'Souza

Co-Founder

SeatGeek

Sara Fisher Ellison

Senior Lecturer

Massachusetts Institute of Technology's Economics Department

Anna Laitin

Director of Financial Policy

Consumer Reports

John Lawrence

Regulatory and Compliance Counsel

StubHub

Tamara Mendelsohn

Vice President and General Manager of Consumer

Eventbrite

Patti-Anne Tarlton

Executive Vice President of Venues and Promoters

Ticketmaster

Moderator:

Michael Ostheimer

Attorney

Division of Advertising Practices, Federal Trade Commission

2:45 pm

Break

3:00 pm

Panel 3: Consumer Confusion: What and From Whom Am I Buying?

John Breyault

Vice President for Public Policy, Telecommunications, and Fraud
National Consumers League

Gilbert Hoover

Vice President and General Counsel
The Shubert Organization

Katy McCabe

Senior Policy Advisor
Global Product Policy Team, Google

Michael Marion

Chairman
International Association of Venue Managers

Michael Newquist

Vice President of Event Marketing & Ticketing
Ultimate Fighting Championship

Carl Szabo

Vice President and General Counsel
NetChoice

Parul Shah

Assistant Director
United Kingdom's Competition & Markets Authority

Don Vaccaro

Founder and Chief Executive Officer
TicketNetwork

Moderator:

Devin W. Domond

Attorney
Division of Advertising Practices, Federal Trade Commission

4:00 pm

Closing Remarks

Mary K. Engle

Associate Director
Division of Advertising Practices, Federal Trade Commission
